

June 7, 2022 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
Department Wide	National Research Corporation								Not monitored by BOCC
PHD/ARCHES	PHFE dba Heluna Health								Not monitored by BOCC
CHEP	Public Health Foundation Enterprises (PHFE) - Jail Health Services HIVIS-Testing	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 274% of its contracted units of service target. The program did not conduct a client satisfaction survey (incarcerated clients).

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DPH Accelerating Vaccine Equity	San Francisco Public Health Foundation								New; not yet monitored
BHS	Baker Places, Inc.								
	Acceptance Place	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempted from objectives, deliverables, compliance, and client satisfaction. Final invoice shows 100% of contracted UoS delivered.
	Assisted Independent Living Program	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 92.5% of its contracted performance objectives and 83.1% of their contracted units of service target. Client satisfaction survey conducted - Return rate 124.66%, overall satisfaction 76.92%.
	Baker Street House	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 87.5% of its contracted performance objectives and 104.6% of their contracted units of service target. Client satisfaction survey conducted - Return rate 100%, overall satisfaction 100%.
	Grove Street House	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 95.0% of its contracted performance objectives and 105.2% of their contracted units of service target. Client satisfaction survey conducted - Return rate 81.25%, overall satisfaction 84.62%.

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	Joe Healy Detox Program	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempted from objectives, deliverables, and compliance. Client satisfaction survey conducted - Return rate 56.52%, overall satisfaction 92.31%.
	Jo Ruffin Place	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 95.0% of its contracted performance objectives and 105.2% of their contracted units of service target. Client satisfaction survey conducted - Return rate 81.25%, overall satisfaction 84.62%.
	Odyssey House	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 80% of its contracted performance objectives and 107.6% of their contracted units of service target. Client satisfaction survey conducted - Return rate 100%, overall satisfaction 83.33%.
	San Jose Place	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 80% of its contracted performance objectives and 101.7% of their contracted units of service target. Client satisfaction survey conducted - Return rate 71.43%, overall satisfaction 93.75%.
	Supported Living and Rental Subsidies	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempted from objectives, deliverables, and compliance. Final invoice shows 104.6% of contracted UoS delivered. Client satisfaction survey conducted - Return rate 58%, overall satisfaction 80%.

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	Robertson Place	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 80% of its contracted performance objectives and 103.5% of their contracted units of service target. Client satisfaction survey conducted - Return rate 95.24%, overall satisfaction 85%.
BHS	Bayview Hunters Point Foundation (SUD/Methadone)								
	BVHP Methadone Maintenance	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempted from objectives, deliverables, compliance, and client satisfaction. Final invoice shows 64% of contracted UoS delivered. Client satisfaction survey conducted - Return rate 77.69%, overall satisfaction 94.68%.
	Jelani House Residential Step- Down	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempted from objectives, deliverables, compliance, and client satisfaction. Final invoice shows 92% of contracted UoS delivered. Client satisfaction survey conducted - Return rate 100%, overall satisfaction 100%.
BHS	Community Forward SF - (formerly Community Awareness and Treatment Services CATS)								
	Medical Respite & Sobering Center	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 8.3 % of their contracted units of service target. Program exempted from client satisfaction survey.
	A Woman's Place Drop-In & Behavioral Health	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 92.9% of its contracted performance objectives and 98.9% of their contracted units of service target. Client satisfaction survey conducted - Return rate 39%, overall satisfaction 100%.
BHS	HealthRIGHT 360 (Combined AARS and Reg.)								
	HR360 ODS Residential SUD Tx	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	20-21	Program met 75% of its contracted performance objectives and 98.6% of their contracted units of service target. Client satisfaction survey conducted - Return rate 138.45, overall satisfaction 61.25%

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	HR360 Recovery Residence (Recovery Step- Down)	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	20-21	Program met 100% of its contracted performance objectives and 100% of their contracted units of service target. Client satisfaction survey not conducted. Plan of Action issued for compliance and client satisfaction.
	HR360 Perinatal Residential SUD Tx Women's HOPE	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	20-21	Program met 90.9% of its contracted performance objectives and 69.9% of their contracted units of service target. Client satisfaction survey completed - 100% overall satisfaction. Plan of Action issued for reported UoS not matching final invoice.
	HR360 Withdrawal Management	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	20-21	Program met 75% of its contracted performance objectives and 100% of their contracted units of service target. Client satisfaction survey completed - less than 50% overall satisfaction reported. Plan of Action issued for reported UoS not matching final invoice.
	HR360 Outpatient & Intensive Outpatient	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	20-21	Program met 60.9% of its contracted performance objectives and 95.1% of their contracted units of service target. Client satisfaction survey not submitted in timely fashion, less than 50% return rate, overall satisfaction 80%-89%. Plan of Action issued for need to improve staff documentation around objectives.
	HR360 AB109 Outpatient SUD Tx								included above
	HR360 Representative Payee Services	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 157.1% of their contracted units of service target. Client satisfaction survey not completed.
	HR360 AB109 Residential SUD Tx	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	20-21	Program met 68% of its contracted performance objectives and 128.5% of their contracted units of service target. Client satisfaction survey conducted - Return rate 50%, overall satisfaction 83.33%.
	HR360 AB109 Recovery Residence								included above

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	HR360 Bridges OP MH Case Management & Housing Vouchers	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 74.3% of its contracted performance objectives and 83.2% of their contracted units of service target. Client satisfaction survey conducted - Return rate 78.95%, overall satisfaction 100%.
	HR360 Adult OP Mental Health Services	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	19-20	Program met 76% of its contracted performance objectives and 82.6% of their contracted units of service target. Client satisfaction survey not conducted. Plan of Action issued for lack of client satisfaction survey.
	HR360 Adapt Mental Health Services	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 86% of its contracted performance objectives and 94.9% of their contracted units of service target. Client satisfaction survey conducted - Return rate 97.83%, overall satisfaction 97.67%.
	HR360 CDCR Bridges, Outpatient MH, Case Management, Housing Vouchers	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 74.3% of its contracted performance objectives and 83.2% of their contracted units of service target. Client satisfaction survey conducted - Return rate 78.95%, overall satisfaction 100%.
	Women's Community Clinic Primary Care								not monitored by BOCC
	Women's Community Clinic WHAT Workforce Initiative								not monitored by BOCC
BHS	RAMS- Street Overdose Response Team (SORT)								Not monitored by BOCC yet.
BHS	3rd Street - MHSSA Grant								Not monitored by BOCC yet.
BHS	Harm Reduction Therapy Center- SORT								Not monitored by BOCC yet.
BHS	Seneca Center								

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	Seneca COMPASS	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 0% of its contracted performance objectives and 25.6% of their contracted units of service target. Client satisfaction survey not conducted. Severe Avatar problems prevented data entry resulting in poor performance on standardized (Avatar-based) performance objectives, waived by SOC.
	Seneca Intensive Therapeutic Foster Care	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 74.7% of their contracted units of service target. Client satisfaction survey conducted - Return rate 41.67%, overall satisfaction 100% .Severe Avatar problems prevented data entry resulting in poor performance on standardized (Avatar-based) performance objectives, waived by SOC.
BHS	Victor Treatment Center								not monitored by BOCC, monitored by Placement
	Victor Treatment Center - Redding	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempt from performance objectives and client satisfaction survey. Program met 13.9% of contracted units of service target.
	Victor Treatment Center - Santa Rosa	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program exempt from performance objectives and client satisfaction survey. Program met 42.6% of contracted units of service target. No client satisfaction survey conducted.
BHS	A Better Way								
	ABW Therapeutic Visitation Program	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	19-20	Program met 37.5% of its contracted performance objectives and 37.2% of their contracted units of service target. Program failed to submit a Declaration of Compliance. Client satisfaction survey not conducted. Plan of Action issued for failure to submit Cultural Competence Staff Report two years in a row.
BHS	Alternative Family Services								
	AFS Outpatient, Therapeutic Visitation, & Foster Care	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 57.5% of its contracted performance objectives and 83.6% of their contracted units of service target. Client satisfaction survey conducted. Return rate - 28.18%, overall satisfaction 100%.
BHS	Catholic Charities-St. Vincent School for Boys								

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	Mt. St. Joseph St. Elizabeth Epiphany Residential	Scoring suspend due to COVID impact.	NA	NA	NA	NA	Yes	20-21	Program met 14.3% of its contracted performance objectives and 88.8% of their contracted units of service target. Client satisfaction survey conducted. Return rate - 125%, overall satisfaction 80%. Plan of Action issued for poor performance on performance objectives.
	Mt. St. Joseph St. Elizabeth Epiphany Residential Step- Down	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 73.2% of their contracted units of service target. Client satisfaction survey conducted but no data provided on return rate or overall satisfaction.
	Mt. St. Joseph St. Elizabeth Epiphany Family Treatment (Mental Health)	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 94.3% of its contracted performance objectives and 91.6% of their contracted units of service target. Client satisfaction survey conducted. Return rate - 58%, overall satisfaction 100%.
BHS	Positive Resource Center								
	PRC HHS Benefits Counseling	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives, 100% of their contracted units of service target, and 90% of its contracted unduplicated client target. Client satisfaction survey conducted and result reviewed and analyzed with staff.
	PRC Legal Advocacy Program	Scoring suspend due to COVID impact.	NA	NA	NA	NA	No	19-20	Program met 100% of its contracted performance objectives and 105.4% of their contracted units of service target. Client satisfaction survey conducted and result reviewed and analyzed with staff.